

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of: ) Group Art Unit: 2614  
Kiehaber et al. ) Confirmation No.: 3473  
Serial No.: 10/815,534 ) Examiner: NGUYEN, KHAI N  
Filed: 03-31-2004 )  
Atty. File No.: 4366-140 )  
Entitled: "CONTACT CENTER AND METHOD )  
FOR TRACKING AND ACTING ON ONE AND )  
DONE CUSTOMER CONTACTS" )  
Electronically Submitted

REQUEST FOR  
CONSIDERATION OF  
INFORMATION DISCLOSURE  
STATEMENT SUBMITTED  
FEBRUARY 8, 2008

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

On February 8, 2008, Applicant's representative submitted an Information Disclosure Statement, including the required fee, in the above-identified patent application. The fee was paid in order for the Examiner to consider the references disclosed in the Information Disclosure Statement. The Information Disclosure Statement, including the Fee Worksheet (PTO-875) and the EFS Acknowledgment Receipt, is attached hereto as Exhibit A..

On October 29, 2009, the Examiner issued Notice of Allowance for the above-identified case. The Notice of Allowance did contain a List Of References Cited By Applicant And Considered By Examiner, but this list did not include the aforementioned Information Disclosure Statement of February 8, 2008. The Notice of Allowance is attached hereto as Exhibit B.

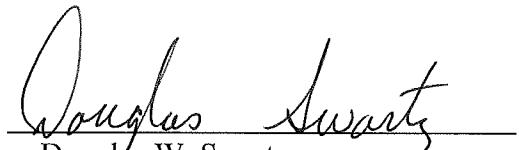
Due to the fact that the Information Disclosure Statement of February 8, 2008, was correctly submitted to the USPTO, with the required fee, Applicants hereby respectfully request that the Information Disclosure Statement of February 8, 2008, be considered by the Examiner.

Although no fees are believed due in connection with this communication, please charge any fees deemed necessary to Deposit Account No. 19-1970. If additional information is required please contact the undersigned.

Respectfully submitted,

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Date: Jan 12, 2010